

## CLAIMS

What is claimed is:

1. A method of managing knowledge, comprising:  
capturing existing knowledge in a predetermined format of  
selected information categories;  
organizing the captured knowledge into an indexed  
database of information including links between related  
information;  
acquiring new knowledge;  
capturing the new knowledge in the predetermined format;  
and  
updating the database to include the new information and  
links between the new information and related information.
2. A knowledge management system, comprising:  
an indexed database of captured knowledge comprising  
information organized in selected information categories and  
links between related information; and  
a process executable on a computer to capture new  
knowledge in the selected information categories and to  
update the database to include the new information and links  
between the new information and related information.